

Technical Service Bulletin (TSB)

Check Engine Light On and Transmission Enters Limp-In Mode (Stuck in 4th Gear)

REFERENCE:	TSB: 21-060-26 GROUP: 21 - Transmission and Transfer Case	Date:	September 18, 2026	REVISION:	—
VEHICLES AFFECTED:	2027 (RU) Chrysler Pacifica/Voyager This bulletin applies to vehicles built on or before July 01, 2026 (MDH 0701XX) equipped with 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC) and 9-SPD 948TE Auto Trans (Sales Code DFH).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - P072F-00 - Stuck In Gear 4. Customers may also comment on the following: - During normal vehicle operation, while decelerating from 7th gear, the MIL illuminates and the vehicle enters a limp-in (reduced power) mode.				
CAUSE:	Improper clutch learn				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-172, date of issue September 18, 2026. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves performing the transmission "QuickLearn" procedure using wiTECH.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-58-01-92	Perform Transmission QuickLearn Procedure (0 - Introduction)	2 - Automatic Transmission	0.4 Hrs.
Failure Code	ZY	Service Action	

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin. **This RSU only applies to vehicles on the RSU VIN list.**

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. Using wiTECH, perform the "QuickLearn" routine located in the TCM → Misc Functions menu.
2. Clear DTC's.

POLICY:

Reimbursable within the provisions of the warranty.

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